In-Office Volunteer Overview

Program Overview:

We appreciate your desire to volunteer at our office! The work you do helps CCS stay organized and effective when helping clients. Here are some general instructions to remember as you volunteer.

Helpful Tips:

- **DO** check in as soon as you arrive at the office! **Ermina, Jeremy, or Kyle** will make sure you are directed to your task.
- **DO** respect confidentiality! You may be working with case files of clients that contain sensitive information. Make sure to dispose of documents properly and not share the information.
- **DO** stay organized. Make sure to keep track of documents and log detailed hours so staff can continue your efforts!
- **DON'T** make assumptions about clients or staff. Always ask questions before drawing conclusions.
- DON'T **create new systems or procedures without talking to staff first!** We want to make sure your work is traceable and sustainable.
- **DON'T** be afraid to ask questions! We want your experience to be rewarding and successful.

Writing Comments for Hours:

Make sure to include what you did specifically, the type of files you worked with (MG, R&P, etc.), and how your hours helped staff.

"I helped to organize [MG] case files. This assisted case managers in knowing what services had already been provided to clients."